

NEW WAYS TO REACH THE IRS

“Call the right number to get the right answer.”

The IRS is making it easier and more efficient for you to get the answers to your Federal Tax questions by providing two new toll free numbers. These new toll free numbers represent a substantial difference in how you can contact the IRS.

Starting on December 2, 2002, if you have a business or specialty tax question you can call the new Business and Specialty Tax Line on 1-800-829-4933. Customers calling this number can apply for a *new* Employer Identification Number (EIN), and receive help on Employment Taxes, Partnership, Corporation, Estate, Gift, Trust and Excise Taxes, or other small business issues. This new number will enable the Internal Revenue Service to provide better service for businesses, with a number dedicated just for them, and better service for customers with individual income tax questions by reserving the traditional 1040 help line (1-800-829-1040) for them.

Access to IRS information will be quicker and easier with fewer topic choices to negotiate within the separate individual and business service lines. Separating the incoming calls by individual and business issues means you will reach a customer service representative who is trained in your topic, more quickly and efficiently. You can continue to obtain assistance with any Form 1040 issue by calling 1-800-829-1040.

If you need information about an individual income tax refund, and have access to the Internet, the fastest way to get assistance is through the [“Where’s my Refund?”](#) automated self-service feature, available 24/7. If information is not readily available via the Internet, please call the Refund Hotline at 1-800-829-1954, which is the second new toll free number the IRS has established to provide more efficient service to customers.

The Business and Individual Tax Lines are designed to handle general inquiries. As always, if you have received correspondence from IRS directing you to call a different number, you should call that number to receive the quickest resolution of your specific issue.

Table of Frequently Used IRS Toll Free Numbers

Toll-free Number	Hotline Destination	Types of Filers
800-829-1040	IRS Tax Help Line for Individuals	For individual and joint filers who need procedural or tax law information and/ or help to file their <u>1040-type individual returns</u> (including Schedules C and E); and, general account information for Form 1040 Filers. Automated Self-Service Interactive Applications are also offered on this line.
800-829-4933	Business and Specialty Tax Line	For Small Businesses, Small Corporations, Partnerships and Trusts who need information and/or help related to their Business Returns or Business (BMF) Accounts. Services cover Employer Identification Numbers (EINs), 94x returns, 1041, 1065, 1120S, Excise Returns, Estate and Gift Returns, as well as issues related to Federal tax deposits.
800-829-1954	Refund Hotline	For 1040-type Individual and Joint Filers who need to check the status of their current year refund. Automated Refund Self-Service Interactive Applications are offered on this line NOTE: The "Where's my refund?" automated self-service feature is also available 24/7 at http://www.irs.gov/ to obtain refund status information.
800-829-3676	Forms and Publications	For individuals, businesses and tax practitioners who need IRS tax forms, instructions and related materials and tax publications.
877-777-4778	National Taxpayer Advocate's Help Line	For taxpayers whose tax problems have not been resolved through normal channels. Taxpayer Advocate Service (TAS) provides an independent system to assure that tax problems are promptly and fairly handled. TAS operates independently of any other IRS office and reports directly to Congress through the National Taxpayer Advocate.
800-829-4059	Telephone Device for the Deaf (TDD)	For hearing impaired taxpayers who need tax law and/or procedural information relating to filing their returns or who need information and/or assistance relating to their accounts
888-912-1227	Taxpayer Advocacy Panel	For citizens who want to provide ideas and suggestions on how to improve IRS services or who want to make recommendations for improvement of IRS systems and procedures.
800-555-4477 or 800-945-8400	Electronic Federal Tax Payment System (EFTPS) Hotline	For taxpayers who want to pay business or individual taxes through electronic funds transfer. The EFTPS Toll-Free numbers can provide callers with EFTPS enrollment forms, instructions and customer assistance.
877-829-5500	Tax Exempt – Government Entity (TEGE) Help Line	For taxpayers who need tax information or assistance relating to Tax Exempt or Government Entities, Tax Exempt Bonds, Employer /Employee Pension Plans or Indian Tribal Agreements
800-829-4477	Tele-Tax System	For individuals who need to check the status of their current year refund or who want to listen to recorded tax information. Available 24 hours a day, seven days a week.
888-796-1074	Extension to File Tele-File System	For individual filers who want to submit an Extension to File for a 1040-series return via telephone.